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Company: USPTO

From: Wendy W. Koba

Attention: Kenny S. Lin

Pages including cover sheet: 11

Fax No.: 703-872-9306

Date: November 29, 2004

Re: Serial No. 09/428,363

☒ Urgent ☐ Please review ☐ Please Comment ☐ Please Reply ☐ For your information

Case Name: Burg 113571

Serial Number: 09/428,363

Filing Date: October 27, 1999

Examiner: Kenny S. Lin

Title: Delivery of Call Queue Messages for Calls Launched from the internet

In response to a final office action dated August 31, 2004 attached please find the following:

1. Transmittal Form (1 page)
2. Certificate of Transmission under 37 CFR 1.8 (1 page)
3. Claims as Amended (1 page)
4. Amendment (7 pages)

Respectfully submitted,


Wendy W. Koba, Esq.

PTO/SB/21 (09-04)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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TRANSMITTAL
FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number	09/428,363
Filing Date	10/27/1999
First Named Inventor	Burg
Art Unit	2154
Examiner Name	Kenny S. Lin
Attorney Docket Number	113571

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ENCLOSURES (Check all that apply)

- ☐ Fee Transmittal Form
- ☐ Fee Attached
- ☒ Amendment/Reply
- ☐ After Final
- ☐ Affidavits/declaration(s)
- ☐ Extension of Time Request
- ☐ Express Abandonment Request
- ☐ Information Disclosure Statement

- ☐ Drawing(s)
- ☐ Licensing-related Papers
- ☐ Petition
- ☐ Petition to Convert to a Provisional Application
- ☐ Power of Attorney, Revocation
- ☐ Change of Correspondence Address
- ☐ Terminal Disclaimer
- ☐ Request for Refund
- ☐ CD, Number of CD(s) _____
- ☐ Landscape Table on CD

- ☐ After Allowance Communication to TC
- ☐ Appeal Communication to Board of Appeals and Interferences
- ☐ Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
- ☐ Proprietary Information
- ☐ Status Letter
- ☐ Other Enclosure(s) (please identify below):

1. Fax Cover Sheet
2. Cert. of transmission
3. Claims as Amended

- ☐ Certified Copy of Priority Document(s)
- ☐ Reply to Missing Parts/Incomplete Application
- ☐ Reply to Missing Parts under 37 CFR 1.52 or 1.53

Remarks

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name

Wendy W. Koba, Esq.

Signature

Wendy W. Koba

Printed name

Wendy W. Koba

Date

11/29/04

Reg. No.

30509

CERTIFICATE OF TRANSMISSION/MAILING

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Wendy W. Koba

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Wendy W. Koba

Date

11/29/04

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PTO/SB/97 (09-04)

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610-346-7112
Telephone Number

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1. Fax Cover Sheet (1 sheet)
2. Claims as Amended (1 sheet)
3. Amendment (7 sheets)

This collection of information is required by 37 CFR 1.8. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 1.8 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

CASE Burg 113571

SERIAL NO. 09/428,363

GROUP ART UNIT 2154

FILED October 27, 1999

EXAMINER Kenny S. Lin

TITLE Delivery of Call Queue Messages for Calls Launched from the Internet

COMMISSIONER OF PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

SIR

Enclosed is an amendment in the above-identified application:

[☒] No additional fee is required, as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS FOR FEE PURPOSES	<u>23</u>	MINUS	<u>27</u>	<u>0</u>	X \$18	<u>0</u>
INDEPENDENT CLAIMS	<u>2</u>	MINUS	<u>2</u>	<u>0</u>	X \$88	<u>0</u>
MULTIPLE DEPENDENT CLAIM(S) First presented with this amendment, if applicable					X\$300	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ <u>0</u>

Respectfully,

Wendy W. Koba
Wendy W. Koba
Reg. No. 30509
Attorney for Applicant(s)
610-346-7112

Date: 11/29/04

Burg 113571

**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

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Patent Application**Inventor(s)** Frederick Murray Burg**Case** 113571**Conf. No.** 4560**Serial No.** 09/428,363**Group Art Unit** 2154**Filing Date** October 27, 1999**Examiner** Kenny S. Lin**Title** Delivery of Call Queue Messages for Calls Launched from the Internet

**COMMISSIONER FOR PATENTS
ALEXANDRIA, VA 22313-1450**

SIR:

AMENDMENT

In response to an Office Action dated August 31, 2004 (application Paper No. not shown), please amend the above-identified application as follows: